

COUNTY RURAL OFFICES OF SOCIAL SERVICES  
MENTAL HEALTH AND DISABILITIES  
MANAGEMENT PLAN  
ANNUAL SERVICE AND BUDGET PLAN

FISCAL YEAR 2019  
JULY 1, 2018 –JUNE 30, 2019

SERVING THE COUNTIES OF:  
CLARKE, DECATUR, LUCAS, MARION, MONROE, RINGGOLD, AND WAYNE



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## Introduction

Geographical Area: Serving the Counties of Clarke, Decatur, Lucas, Marion, Monroe, Ringgold, and Wayne. The County Rural Offices of Social Services was formed under Iowa Code Chapter 28E to create a Mental Health and Disability Service Region in compliance with Iowa Code 331.390.

In compliance with IAC 441-25 the CROSS Management Plan includes three parts: Annual Service and Budget Plan, Annual Report and Policies and Procedures Manual. The Annual Service and Budget Plan includes the services to be provided and the cost of those services, local access points, a plan for ensuring effective crisis prevention and a description of the scope of services, projection of need and cost to meet the need, and provider reimbursement provisions.

The Annual Service and Budget Plan is approved by the CROSS governing board and is subject to approval by the Director of Human Services. The CROSS Region Management Plan is available in each local CROSS office and on the Iowa Department of Human Services Website at <http://dhs.iowa.gov/mhds>. The Region also has its management plan on the CROSS website at <http://crossmentalhealth.org>.

The CROSS MHDS system is designed to work in a quality improvement partnership with stakeholders throughout the region to develop a welcoming person-oriented recovery system that is multi-occurring-capable to improve the health and successful outcomes of individuals with mental illness and/or intellectual or developmental disabilities who also face the challenges of living in rural Iowa.

Iowa Code 2015, Chapter 331, Part 6, Mental Health and Disability Services-Regional Service Systems charges designated mental health and disability service regions to develop evidence-based community supports, core and core plus services to advance the treatment and inclusion of individuals with persistent mental illness in their communities. April 18, 2017 Senate File 504 was passed and required Regions to submit community service plans addressing complex needs individuals' mental health services to DHS by October 16, 2017 that included:

- Planning and implementation time frames,
- Assessment tools to determine effectiveness in achieving the department's identified outcomes for success in the delivery of, access to, and coordination and continuity of services and supports for individuals with mental health, disability, and substance use disorder needs, particularly for individuals with complex mental health, disability, and substance use disorder needs.
- Financial strategies to support the plan including combined funding from different sources, especially Medicaid.

The CROSS Region completed the 504 workgroup sessions and submitted the region's plan for addressing service delivery, access, and continuity of services for individuals with complex mental health, substance use disorder and disability needs. An integral part of the CROSS Region's plan is to facilitate the creation of an access center that will provide assessment, evaluation and medical clearing of individuals seeking emergency psychiatric care, and will also

include the following services, 23-hour hold beds, subacute, crisis stabilization residential services, peer support counseling, warm line, mobile crisis services and coordination services to link with the ACT and ISTART programs operating within the region. Other linkages to be incorporated by the care coordination staff are community based services and higher levels of care as needed.

Planning for Fiscal Year 19 is based on the Region's strategic plan which focuses on five pillars: Crisis Services, Jail Diversion, Evidenced-Based Practices, Value-Based Services, Service Expansion and this year incorporates into that structure the Region's 504 Workgroup Plan.

## Access Points

An access point is a part of the service system or community that shall be trained to complete the MH/DD funding applications for persons with a disability and forward them to the local CROSS Office.

| Access Points  | Address                                       | Phone Number |
|--|---|--------------|
| Clarke County Courthouse, CROSS Coordinator Office         | 100 S. Main, Osceola, IA 50213                | 641-414-2968 |
| Crossroads Mental Health                                   | 405 E. McLane, Osceola, IA 50213              | 641-342-4888 |
| Clarke County Hospital                                     | 800 S Fillmore St. Osceola, IA 50213          | 641-342-2184 |
| Clarke County Public Health                                | 144 W. Jefferson, Osceola, IA 50213           | 641-342-3724 |
| Decatur County Community Services                          | 201 NE Idaho St., Leon, Iowa 50144            | 641-446-7178 |
| Community Health Centers of Southern Iowa (2 locations)    |   |              |
| Leon   | 302 NE 14 <sup>th</sup> St., Leon, Iowa 50144 | 641-446-2383 |
| Lamoni   | 802 E Ackerley, Lamoni, Iowa 50140            | 641-784-7911 |
| Decatur County Public Health                               | 207 NE Idaho St., Leon, Iowa 501044           | 641-446-6518 |
| Lucas County Community Services, CROSS Coordinator Office  | 125 South Grand Chariton, IA 50049            | 641-774-0423 |
| Community Health Centers of Southern Iowa                  | 1711 Osceola Ave, Chariton, IA 50049          | 641-774-8484 |
| Marion County Community Services                           | 2003 N. Lincoln, Knoxville, IA 50138          | 641-828-8149 |
| Marion County Public Health                                | 2003 N. Lincoln, Box 152, Knoxville, IA 50138 | 641-828-2238 |
| Monroe County Community Services, CROSS Coordinator Office | 1801 South B Street, Albia, Iowa 52531        | 641-932-2427 |
| Community Health Centers of Southern Iowa                  | 117 South Main Street, Albia, Iowa 52531      | 641-932-2065 |
| Ringgold County Public Health                              | 119 South Fillmore, Mount Ayr, Iowa 50854     | 641-464-0691 |
| Wayne County Community Services, CROSS Coordinator Office  | 101 North Lafayette, Corydon, IA 50060        | 641-872-1301 |
| Community Health Centers of Southern Iowa                  | 215 West State Street, Corydon, IA 50060      | 641-872-1750 |

## **Targeted Case Management**

Due to changes in the Managed Care System there are no Targeted Case Management Services to be contracted with. To fill the void, the CROSS MHDS Region is stepping up our client services program.

## **Crisis Services and Planning**

Crisis Services spans a broad continuum of care and supports to meet individual needs. The Region continues to identify, enhance and expand services each year as funding and resources allow. The focus for FY19 is to develop the Access Center in the Region. A RFP was sent out on February 1, 2018. CROSS hopes to award the RFP on June 4, 2018 and begin contracting on July 1, 2018. The Region and its Stakeholders are very excited about this project. The Access Center will provide crisis assessment, evaluation and medical clearing of individuals seeking emergency psychiatric care as well as the following:

- Psychiatric Subacute Services
- 23-hour hold beds
- Crisis Stabilization Residential Services
- Peer Support Counseling
- Warm Line
- Mobile Crisis Services
- Care Coordination Services
- Development of policies and procedures to work closely with the CROSS RHD ACT program and ISTART programs operating within the region

### Prevention, Education and Public Awareness

Prevention begins with community awareness and education. CROSS will continue to provide Mental Health First Aid (MHFA) classes throughout the Region. In FY 19, the CROSS Region plans to provide children's MHFA in the Knoxville schools as well as Decatur County schools.

In addition to MHFA, the CROSS Region will also provide C3 De-escalation as well as Crisis Intervention Training (CIT). Our focus has been law enforcement, health care providers, HCBS providers, and the general public. To maintain a consistent program CROSS has four certified trainers to conduct classes within the Region. CROSS continues to collaborate with law enforcement agencies throughout the region and will continue to send two law enforcement officers each year for Crisis Intervention Training (CIT). Officers receive training through the Johnson County Metro Crisis Team Training in Iowa City.

CROSS is collaborating with NAMI of Central Iowa and other regions to expand public education and awareness by sponsoring and providing slots for Family to Family, Basic, and Support Group trainings. CROSS is also starting a NAMI chapter to provide information and support to individuals and families.

## Emergent

The Region provides 24-hour access and evaluation through consultation services to local hospitals and law enforcement. CROSS financially supports this service through Integrated Telehealth Partners (ITP).

ITP contracts directly with psychiatrists who are credentialed through the participating hospitals. Access to this service is available in all member counties within 2-4 hours. ITP also provides follow-up outpatient services through local providers or through tele-psych within 24 hours of release from ED. ITP also provides tele-psychiatric appointments to four of the six jails in the region. The other two jails had tele-psych in place through a different provider.

*Crisis Line:* CROSS contracts with Foundation 2 to provide a Crisis Line that serves the seven counties within the region. Foundation 2 meets Chapter 24 requirements for a crisis line and has the ability to track calls as to location, type, outcome, duration, gender and age. The crisis line is available 24 hours a day, seven days a week. The purpose is to achieve immediate relief of distress in pre-crisis and crisis situations, reduce the risk of escalation of a crisis, arrange for emergency responses when necessary to protect individuals in a crisis and refer callers to appropriate service when other or additional intervention is required. Foundation 2 counselors provide linkage to CROSS resources as needed. The crisis line has expanded to chat and talk Monday through Friday from 8-4. The region will continue to contract with Foundation 2.

*Inpatient:* Inpatient services remain a problem area with regard to access. Individuals with violent behaviors and/or dual diagnosis for substance use or ID may wait for days to access a bed or are discharged home or back to the service provider. This is a statewide problem. CROSS is working with the state, MCOs and providers to address this issue. Based on the data being collected by our member county jails due to SF 504 the CROSS Region has had 12 individuals who have waited over 24 hours for placement. CROSS provides funding for inpatient care wherever placement can be arranged.

*Access Center:* will provide crisis assessment, evaluation and medical clearing of individuals seeking emergency psychiatric care to adults 18 years and older and will also include:

- Psychiatric Subacute Services,
- 23-hour hold beds,
- Crisis stabilization residential services,
- Peer support counseling,
- Peer warm line,
- Mobile crisis services,
- Care coordination services, and
- Integral relationship with CROSS RHD ACT as well as ISTART programs

Goals of the Access Center are as follows:

- Improve regional access to crisis services
- Reduce the utilization of medical emergency departments for mental health crisis
- Reduce incarceration of individuals in crisis
- Improve the quality of crisis care for individuals seeking mental health crisis services

- Reduce inpatient hospitalization of individuals with a mental health or substance abuse disorder
- Improve outcomes for complex needs individuals with mental health, substance abuse and disability

The CROSS Region has allocated \$2.5 million for the project. The hours of operation will be 7 days a week, 24 hours a day, 365 days a year.

*Residential Crisis Services:* CROSS contracts with Hope Wellness Center to provide Residential-Based Crisis Stabilization to support hospital diversion. Individuals receive short term intensive intervention and are linked to ongoing supports, services and community resources. This is a voluntary service that serves to reduce the number of people who during a mental health crisis are hospitalized or incarcerated. The service also provides a transition for individuals being discharged from inpatient care and needing to transition before re-entry to the community. CROSS will be providing this service within our region through the Access Center improving access for region members. CROSS also contracts with Central Iowa Detention to reduce transportation barriers.

*Transition Homes:* CROSS contracts with the Mary Greeley transitional Living Program that provides supports to individuals that still have symptoms that interfere with independent living. The program duration averages two to four weeks and provides medication monitoring and education, social skill building, prevocational training, and self-care / leisure education.

*23-hour Observation Beds:* CROSS contracts with Mary Greeley Medical Center for observation beds that range from 8 to 23 hours. Observation beds allow for continued monitoring and assessment to determine if inpatient care is needed or if the individual can be diverted to a less restrictive form of treatment. Frequently an individual can stabilize and be referred to transitional living, crisis residential crisis services or outpatient care without the necessity of a civil commitment. This service will also be provided within our region through the Access Center.

### Urgent

*Crisis Psychiatric and Crisis Therapy appointments:* CROSS provides funding through ITP to provide access to crisis psychiatric appointments through local behavioral health providers and Integrated Health Homes. Upon completion the Access Center will be providing this function.

*Jail Diversion:* CROSS funds tele-psychiatric services in all jails located in the region. ITP facilitates the service to four of the six jails. The other two jails use another service that was in place prior to regionalization. CROSS has begun initiating the Stepping Up national initiative to reduce the number of individuals with mental illness in jails. All member counties have passed resolutions to participate in the Stepping Up initiative. Local committees have been formed and the region has drafted policies and designated staff to conduct prevention and re-entry programs throughout all region member counties for implementation in FY 19.

### Recovery Services



*Evidenced-Based:* CROSS has been supportive of evidence-based practices throughout the region. In FY 17 CROSS contracted with Resources for Human Development (RHD) to provide a rural Assertive Community Treatment (ACT) program to fidelity. As of February 2018, the program had 28 individuals receiving services. The purpose of Assertive Community Treatment (ACT) is to deliver comprehensive and effective services to individuals who are diagnosed with severe mental illness and whose needs have not been well met by more traditional service delivery approaches. ACT provides an integrated set of other evidence-based treatments, rehabilitation, case management, and support services delivered by a mobile, multi-disciplinary mental health treatment team. ACT supports recipient recovery through a highly individualized approach that provides recipients with the tools to obtain and maintain housing, employment, relationships and relief from symptoms and medication side effects. The nature and intensity of ACT services are developed through the person-centered service planning process and adjusted through the process of daily team meetings. The CROSS Region is currently working with two neighboring MHDS Regions to expand our ACT team to Appanoose, Madison and Warren counties as we continue to work toward a full census of 50 clients.

*Integrated Co-occurring Treatment:* Community Health Centers of Southern Iowa has developed an Integrated Co-occurring Treatment Program and structuring it to meet fidelity utilizing the SAMHSA toolkit. The program integrates outpatient mental health and substance abuse treatments into a single, cohesive package. Effective treatments are also individualized to address personal factors and stage of motivation, e.g., engaging people in services, helping them to develop motivation, and helping them to develop skills and supports for recovery. The program was implemented in FY17 and continued in FY18 with Regional financial support. Staff training has been completed. The service has expanded into two counties in the Region. The RFP for the Access Center requires Integrated Co-Occurring Treatment, EBP, to be utilized within the services provided at the center.

*Intensive Psychiatric Rehabilitation (IPR):* The program assists individuals in developing and planning for long-term, recovery-focused goals in the areas of living, employment, education, and socialization. IPR provides group and individual services focused on building the skills necessary for success, satisfaction, and recovery. CROSS has two providers in the region providing IPR. One program is focused on senior citizens and is Medicare reimbursed. The second program focuses on adults 18-65 years. Neither program is operating to fidelity at this time. A third IPR program is being started in Decatur County for individuals age 65 and older.

I-START is a new service to the region and is on track to begin April 2018. The CROSS Region is collaborating with the County Social Service Region in order to provide this service. I-START provides community-based prevention and intervention services to individuals, age 17 and older, with a diagnosis of IDD and co-occurring behavioral health needs. I-START stands for Systemic, Therapeutic, Assessment, Resources, and Treatment. The goal of I-START is to help individuals remain in their home or community placement. I-START promotes person-centered approaches and training for individuals, families, and caregivers by applying core principles of positive psychology, utilization of therapeutic recreational experiences, and optimal utilization of existing resources through:

- Linkages with partners
- Engagement of service user, family, and other circles of support involvement
- Promotion of improved expertise across systems of care
- The utilization of services to designed to fill the gap

*Outpatient:* CROSS has outpatient providers that cover all member counties. Marion County is in need of medication management expansion and the region continues to work on provider network expansion in this area. The Region encourages the use of tele-psychiatry to expand access to professionals.

*Peer Support:* The Region contracts with the Integrated Health Homes for Peer support services. The Region supports the recruitment of peers and family members for training opportunities and is funding Family to Family training in those efforts. The Region funds employment opportunities through the ACT team as that program continues to develop. Peer Support Counseling will also be available at the Access Center. The Peer Support Specialist can serve as an advocate, provide information, help access community resources, and model competency in recovery and wellness. Peer Support Specialists promote skills for improving mental and physical wellbeing and increasing resiliency. They promote self-determination and support peers in maintaining relationships and increasing a higher level of control and satisfaction over their lives. As part of the region's Access Center operational structure, Peer Support Specialists will utilize the evidence-based practice of Illness Management and Recovery.

*Transportation:* Transportation service is funded by the Region through contracts with transportation providers. The region provides funding for transportation to mental health appointments, employment, and inpatient treatment. The Region has added contracts in this area to include crisis transportation to voluntary residential crisis services and involuntary placements through Central Iowa Juvenile Detention and Sheriff Departments.

*Supportive Housing:* Supportive housing is a combination of affordable housing and support services designed to help individuals and families use housing as a platform for health and recovery following a period of homelessness, hospitalization or incarceration or for youth with mental illness who are aging out of foster care. Safe and affordable housing is a need in the rural communities that comprise the CROSS Region. Funding for housing is provided for ACT Team participants if a need is identified and will be funded in FY18 and FY19.

*Warm Line:* A peer operated warm line is a non-crisis service an individual can access to talk with someone with lived experience with mental, behavioral health, substance use, and trauma issues. The line provides a resource for individuals experiencing emotional distress but are not in crisis. The warm line provides non-judgmental listening, nondirective assistance information, referral, and triage when appropriate. This service will be a part of the Access Center.

The following chart is a listing of current CROSS MHDS Emergency services that provide 24-hour access to evaluation and crisis response.

| Area   | PROVIDER  | ADDRESS   | Phone          |
|--|---|---|----------------|
| Clarke County                                    | Cross Roads Mental Health                                   | 820 N. Main St. #1, Osceola, Iowa 50213                   | 641- 342-4888  |
| Clarke County                                    | Clarke County Hospital – ITP services available             | 800 S. Fillmore St., Osceola, Iowa 50213                  | 641- 342-2184  |
|  |   |   |                |
| Decatur, Lucas, Wayne, Ringgold, Monroe Counties | Community Health Centers of Southern Iowa (CHCSI)           | Home Office: 302 NE 14 <sup>th</sup> St, Leon, Iowa 50144 | 641- 446-2383  |
| Decatur County                                   | Decatur County Hospital – ITP services available            | 1405 NW Church, Leon , Iowa 50144                         | 641- 446-4871  |
|  |   |   |                |
| Lucas County                                     | Lucas County Hospital – ITP services available              | 1200 N. 7 <sup>th</sup> St., Chariton, Iowa 50049         | 641- 774-3000  |
|  |   |   |                |
| Marion County                                    | Knoxville Area Community Hospital – ITP services available  | 1002 S. Lincoln ST. Knoxville, Iowa 50138                 | 641-842-2151   |
| Marion County                                    | Pella Regional Hospital                                     | 1208 N. Lincoln St. Pella, Iowa 50219                     | 641-828-3832   |
| Marion County                                    | Optimae Lifeservices,                                       | 301 West Burlington Ave., Fairfield, Iowa 52556           | 641-472-5771   |
| Marion County                                    | Pine Rest Christian   | 2611 Washington, Pella, Iowa 50219                        | 641-628-9599   |
|  |   |   |                |
| Monroe County                                    | Monroe County Community Hospital – ITP services available   | 6580 165 <sup>th</sup> St., Albia, Iowa 52531             | 641- 932-2134  |
|  |   |   |                |
| Ringgold County                                  | Ringgold County Community Hospital – ITP services available | 504 Cleveland St., Mount Ayr, Iowa 50854                  | 641- 464-3226  |
|  |   |   |                |
| Wayne County                                     | Wayne County Hospital – ITP services available              | 417 S. East St., Corydon, Iowa 50060                      | 641- 872-2260  |
|  |   |   |                |
| All 7 Counties in Region                         | (ITP) Integrated Telehealth Partners                        | 2829 Westown Pkwy. Ste. 220 West Des Moines, Iowa 50266   | 855-270-3625   |
| All 7 Counties in Region                         | Foundation 2 – 24 hour access crisis line                   | 1714 Johnson Ave NW, Cedar Rapids, IA 52405               | 319-362-1170   |
| All 7 counties in Region                         | Hope Wellness Center -CSRS                                  | PO Box 458, Woodward, IA 502276                           | 515-438-2331   |
| Civil Commitment                                 | Mary Greely Medical Center                                  | 1111 Duff Ave. , Ames, IA 50010                           | (515) 239-2155 |

## **SCOPE OF SERVICES ~ BUDGET and FINANCING PROVISIONS**

The annual budget and planning process is utilized to identify and implement core disability service improvements. The CROSS MHDS Region collaborates with stakeholders to assess need and to advocate for adequate funding for services and supports in the initial core and additional core service domains. The FY19 budget was developed by the Technical Assistance Team and submitted to the Governing Board for final approval. Utilization data from the Community Services Network, provider network, and strategic plan are reviewed annually as part of the budgeting process. The team also utilizes input gathered throughout the year from the Advisory Committee, provider groups, surveys and assessments to identify gaps and/or barriers in services or access.

The CROSS MHDS Region funds services not otherwise provided by insurance and Medicaid programs. Individuals can access their fullest support by combining funding through Region, State and Federal funding. CROSS MHDS is responsible for services that are authorized in accordance with the Regional Management Plan and within the constraints of budgeted dollars. Services funded by the Region are subject to change, including reduction or termination with the development of the annual budget each fiscal year. The Regional Management Plan and Policy & Procedure manual addresses mandated services access standards.

The County Rural Offices of Social Services Chief Executive Officer (CEO) proposed the FYE 2019 budget on January 30, 2018, and at that time the County Rural Offices of Social Services Regional Governing Board adopted the budget. The CROSS MHDS Region CEO/CFO is responsible for managing and monitoring the adopted budget.

Annually, the CEO/CFO for CROSS MHDS Region reviews actual expenditures and services provided, stakeholder input and participation, quality assurance implementation findings, waitlist information, progress toward goals and objectives and, if any, appeal type and resolution to determine if gaps in services or barriers to services exist. In December of each year this annual review is submitted to the Department of Human Services.

The chart below represents the core services as described in 441-25.1(331) and additional services offered in CROSS MHDS Region. A description of the service is included as well as the projected funding need for Fiscal Year 2019. A "\$0" projection indicates that the region does not expect any expenses in this area since they are covered by other funding sources; however, should a need arise in these service domains, funding will be made available for those core services not covered. Access standards in IAC 441-25.3(331) have been considered in the formation of the budget and are based on the projected need in the region. It is felt that access standards will be met based on the number of providers, their locations, historical data and input from the stakeholders. An individual is expected to utilize all other federal, state, and private

insurance coverage before the region will be considered as a funder for any available service. By utilizing all available funding sources, it is the intention of CROSS MHDS to effectively, responsibly and efficiently utilize its resources in order to cover as many individuals as possible and provide a wide range of mental health and disability services.

## EXPENDITURE BUDGET

| FY 2019 Budget      | CROSS MHDS Region                   | MI (40)    | ID(42)    | DD(43)   | BI (47) | Admin (44) | Total      | State or Other Funding Sources to be Used to Meet Service Need |
|---------------------|-------------------------------------|------------|-----------|----------|---------|------------|------------|--|
| <b>Core Domains</b> |                                     |            |           |          |         |            |            |  |
| <b>COA</b>          | <b>Treatment</b>                    |            |           |          |         |            |            |  |
| 43301               | Assessment & evaluation             | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid, Insurance  |
| 42305               | Mental health outpatient therapy    | \$ 7,500   | \$ -      | \$ -     | \$ -    |            | \$ 7,500   | Medicaid, Insurance  |
| 42306               | Medication prescribing & management | \$ 6,800   | \$ -      | \$ -     | \$ -    |            | \$ 6,800   | Medicaid, Insurance  |
| 71319               | Mental health inpatient therapy-MHI | \$ 20,000  | \$ -      | \$ -     | \$ -    |            | \$ 20,000  | Medicaid, Insurance  |
| 73319               | Mental health inpatient therapy     | \$ 60,000  | \$ -      | \$ -     | \$ -    |            | \$ 60,000  | Medicaid, Insurance  |
|                     | <b>Basic Crisis Response</b>        |            |           |          |         |            |            |  |
| 32322               | Personal emergency response system  | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid, Insurance  |
| 44301               | Crisis evaluation                   | \$ 341,325 | \$ -      | \$ -     | \$ -    |            | \$ 341,325 | Medicaid, Insurance  |
| 44305               | 24 hour access to crisis response   | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid, Insurance  |
|                     | <b>Support for Community Living</b> |            |           |          |         |            |            |  |
| 32320               | Home health aide                    | \$ 4,000   | \$ 3,000  | \$ -     | \$ -    |            | \$ 7,000   | Medicaid, Insurance  |
| 32325               | Respite                             | \$ 1,000   | \$ -      | \$ -     | \$ -    |            | \$ 1,000   | Medicaid   |
| 32328               | Home & vehicle modifications        | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid   |
| 32329               | Supported community living          | \$ 97,500  | \$ 78,000 | \$ 5,000 | \$ -    |            | \$ 180,500 | Medicaid   |
|                     | <b>Support for Employment</b>       |            |           |          |         |            |            |  |
| 50362               | Prevocational services              | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid   |
| 50367               | Day habilitation                    | \$ 20,000  | \$ 8,500  | \$ -     | \$ -    |            | \$ 28,500  | Medicaid   |
| 50364               | Job development                     | \$ 5,000   | \$ 5,000  | \$ 1,800 | \$ -    |            | \$ 11,800  | Medicaid   |
| 50368               | Supported employment                | \$ 5,000   | \$ 3,000  | \$ 6,500 | \$ -    |            | \$ 14,500  | Medicaid   |
| 50369               | Group Supported employment-enclave  | \$ -       | \$ -      | \$ -     | \$ -    |            | \$ -       | Medicaid   |









|  |                       |                                 |    |           |    |         |    |        |    |   |            |         |              |           |
|--|-----------------------|---------------------------------|----|-----------|----|---------|----|--------|----|---|------------|---------|--------------|-----------|
|  |                       | Other Congregate Services Total | \$ | 854,500   | \$ | 43,700  | \$ | -      | \$ | - |            | \$      | 898,200      |           |
|  | <b>Administration</b> |                                 |    |           |    |         |    |        |    |   |            |         |              |           |
|  | 11XXX                 | Direct Administration           |    |           |    |         |    |        |    |   | 285031     | \$      | 285,031      |           |
|  | 12XXX                 | Purchased Administration        |    |           |    |         |    |        |    |   | 42900      | \$      | 42,900       |           |
|  |                       | <b>Administration Total</b>     |    |           |    |         |    |        |    |   | \$ 327,931 | \$      | 327,931      |           |
|  |                       |                                 |    |           |    |         |    |        |    |   |            |         |              |           |
|  |                       | <b>Regional Totals</b>          | \$ | 4,690,280 | \$ | 152,200 | \$ | 30,300 | \$ | - | \$         | 327,931 | \$           | 5,200,711 |
|  |                       |                                 |    |           |    |         |    |        |    |   |            |         |              |           |
|  | (45XX-XXX)            | County Provided Case Management |    |           |    |         |    |        |    |   |            | \$      | -            |           |
|  | (46XX-XXX)            | County Provided Services        |    |           |    |         |    |        |    |   |            | \$      | -            |           |
|  |                       |                                 |    |           |    |         |    |        |    |   |            |         |              |           |
|  |                       | <b>Regional Grand Total</b>     |    |           |    |         |    |        |    |   |            | \$      | 5,200,711.00 |           |

| REVENUE BUDGET                               |   |           |                     |                     |
|--|---|-----------|---------------------|---------------------|
| FY 2019 Budget                               | CROSS MHDS Region                                   |           |                     |                     |
| <b>Revenues</b>                              |   |           |                     |                     |
|  | <b>Projected Fund Balance as of 6/30/18</b>         |           |                     | <b>\$ 3,908,241</b> |
|  | <b>Local/Regional Funds</b>                         |           |                     | <b>\$ 3,078,592</b> |
| 10XX Property Tax Levied                     |   | 3,078,592 |                     |                     |
| 5310 Client Fees                             |   |           |                     |                     |
| 12XX Other County Taxes                      |   |           |                     |                     |
| 16XX Utility Tax Replacement Excise Taxes    |   |           |                     |                     |
| 4XXX-5XXX Charges for Services               |   |           |                     |                     |
| 60XX Interest                                |   |           |                     |                     |
| 6XXX Use of Money & Property                 |   |           |                     |                     |
| 25XX Other Governmental Revenues             |   |           |                     |                     |
| 8XXX Miscellaneous                           |   |           |                     |                     |
| 92XX Proceeds /Gen Fixed assests sales       |   |           |                     |                     |
| <b>State Funds</b>                           |   |           | <b>\$</b>           | <b>-</b>            |
| 21XX State Tax Credits                       |   |           |                     |                     |
| 22XX Other State Replacement Credits         |   |           |                     |                     |
| 2250 MHDS Equalization                       |   |           |                     |                     |
| 24XX State/Federal pass thru Revenue         |   |           |                     |                     |
| 2644 MHDS Allowed Growth // State Gen. Funds |   |           |                     |                     |
| 2645 State Payment Program                   |   |           |                     |                     |
| 29XX Payment in Lieu of taxes                |   |           |                     |                     |
| <b>Federal Funds</b>                         |   |           | <b>\$</b>           | <b>-</b>            |
| 2344 Social services block grant             |   |           |                     |                     |
| 2345 Medicaid                                |   |           |                     |                     |
| Other  |   |           |                     |                     |
|  | <b>Total Revenues</b>                               |           | <b>\$</b>           | <b>3,078,592.00</b> |
|  |   |           |                     |                     |
|  | <b>Total Funds Available for FY19</b>               | <b>\$</b> | <b>6,986,833.00</b> |                     |
|  | <b>FY19 Projected Regional Expenditures</b>         | <b>\$</b> | <b>5,200,711</b>    |                     |
|  | <b>Projected Accrual Fund Balance as of 6/30/19</b> | <b>\$</b> | <b>1,786,122.00</b> |                     |

Levy Information by Member County

| County        | 2016<br>Est. Pop. | Regional Per<br>Capita | FY19<br>Max<br>Levy | FY19<br>Actual<br>Levy | Actual<br>Levy Per<br>Capita |
|---------------|-------------------|------------------------|---------------------|------------------------|------------------------------|
| CLARKE        | 9,309             | 39.13                  | 364,261             | 364,261                | 39.13                        |
| DECATUR       | 8,141             | 39.13                  | 318,557             | 318,557                | 39.13                        |
| LUCAS         | 8,647             | 39.13                  | 338,357             | 338,357                | 39.13                        |
| MARION        | 33,189            | 39.13                  | 1,298,686           | 1,298,686              | 39.13                        |
| MONROE        | 7,870             | 39.13                  | 307,953             | 307,953                | 39.13                        |
| RINGGOLD      | 5,068             | 39.13                  | 198,311             | 198,311                | 39.13                        |
| WAYNE         | 6,452             | 39.13                  | 252,467             | 252,467                | 39.13                        |
| <b>Region</b> | <b>78676</b>      |                        | <b>3078592</b>      | <b>3078592</b>         | <b>39.13</b>                 |

## **Region Fund Structure**

Beginning FY 2019, the CROSS Region will change its funding structure from risk pool to regional pool of operational funds. The member counties will maintain a Fund 10 account for administrative costs to cover salaries, benefits, and office expenditures. The Regional Board has requested the one-member county that is levying below 100% to increase to the max to be in line with the other counties for FY 19 and that county has agreed to do so for FY 19.

## **Financial Forecasting**

Historical service utilization is the starting point for the financial projections. However, recent changes in the system including transition to residency, Iowa Health and Wellness Plan, Medicaid Modernization with the implementation of Managed Care Organizations for management of most Medicaid services, the closing of two Mental Health Institutes in Southern Iowa and the addition of a new member county mid-year 2016 continue to provide challenges to using historic data.

Throughout the year CROSS MHDS staff, the regional Advisory Board and local stakeholders will identify unmet needs and areas for service development, and accounting for legislative action will be incorporated into subsequent budgets. The region is forecasting for new services it is creating based on cost estimates from providers who offer similar services.

The region will be expanding access to Crisis Services through the development of the Access Center which will incorporate crisis stabilization residential, sub-acute, 23-hour hold, crisis evaluation and assessment, mobile crisis, peer support and warm line. In addition, the Region will be developing services to support the Stepping Up initiative through development of jail services to expand jail diversion and re-entry services. The Region will also continue to advance the use of Evidenced Based Practices and Quality Service Development and Assessment.

CROSS is entering its fourth year of operations we have used historical data for the past three years. Due to the many changes over previous years our historical data is still somewhat unreliable. Legislative action on April 18, 2017 passed SF504 which altered the Region levy amounts and fund balance allowances. Specifically, for our region six of the seven counties were forced to lower their levies. Therefore, resulting in a reduction of \$216,886 total levy dollars for the CROSS Region.

## **Provider Reimbursement Provisions**

The CROSS Region has a contracting process to initiate with current and new or potential providers of services to assure they meet the accrediting requirements and are in good standing. The CROSS CEO will perform and maintain a record of the monthly exclusion review with the OIG. All providers will be asked to produce a copy of their licensure, accreditation or certification. All contracts will have an applicable access standard incorporated into the contract with reporting requirements. All contracts and associated documentation will be kept in a central file located in the office of the Region's CEO.

Based on contracting criteria, the CROSS will contract with MHDS providers whose base of operation is in the Region to meet the service needs of the population. The Region may also honor contracts that other Regions have negotiated with their local providers and may choose to contract with providers outside of the Region. A contract may not be required with providers that provide one-time or as needed services.

In FY 18, CROSS began implementing value-based contracting. The purpose is to begin transitioning from fee for service contracting by contracting incentives to focus on value by rewarding better outcomes for individuals we serve. The CROSS Regional Board has agreed to allocate \$20,000 towards value-based contracting for FY 19. Provider incentive dollars are awarded based on each agency's overall evaluation percentage of applicable outcome areas. After the data is validated by chart review, the providers will receive a percentage of the \$20,000 based on outcome measurements. Providers who score below acceptable outcome levels are required to submit an improvement plan. Providers receiving incentive dollars are also required to submit to the Region how those dollars will be utilized. At least 75% of the incentive dollars awarded must be paid directly to direct staff and direct support supervisors.

Funding mechanisms utilized by CROSS may include vouchers and other non-traditional means to fund services. At this time, the CROSS utilizes fee-for-service funding as well as limited block grants for specific activities where billing based on individuals is impractical (example: emergency services, 24-hour telephone response, etc.) The Region will also be funding systems of care approaches such as integrated health homes. The region may choose to utilize start up grant funding for new services issued through a RFP process. CROSS provides funding by incorporating all available funding and insurance resources in its system of care. Care coordinators within the region will assess eligible applicants' resources, insurance, family and community supports and will utilize all sources of funding prior to accessing regional funds.

As part of the Region's value based contracting we participate in the (QSDA) Quality Services Data Assessment work groups and have incorporated the standardized outcomes within our process. The region is working with the Department of Human Services - MHDS to reporting evidence-based practices and provider compliance with service access standards as outlined in IAC 441-25.3.

CROSS will contract with traditional and non-traditional providers to ensure core services are available within the region. A non-traditional provider may be an individual, organization and/or business who deliver services in the consumer's home and/or other community setting. Non-traditional providers typically are individuals, organizations, or businesses which do not provide MH/ID/DD services as a part of their normal business.

CROSS has identified the following providers currently contracting with the region. Additional providers may be added throughout the year as services are developed to meet the continuum of service needs of individuals. Three Integrated Health Homes have been authorized in our region; we currently have contracts with two.

This plan was approved by the CROSS Regional Governing Board on 3/27/2018.

| PROVIDER NETWORK  |   |                  |
|---|---|------------------|
| CORE: Outpatient Mental Health Services, Peer Support, Evaluation, Family Support, Health Homes   |   |                  |
| <b>Community Health Centers of Southern Iowa,</b><br><br>Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four hour access to crisis response, assessment and evaluation. | 302 NE 14 <sup>th</sup> St, Leon, Iowa 50144: Ph: 641-446-2383<br><br>802 E Ackerley, Lamoni, Iowa 50140: Ph: 641-784-7911<br><br>204 S. Franklin, Corydon, Iowa 50060<br><br>(Set appointments through the Leon or Lamoni offices) |                  |
| <b>Cross Roads</b><br><br>Health Home, Peer support, family support, Crisis Evaluation, Outpatient mental health services, medication prescribing and management, twenty-four hour access to crisis response, assessment and evaluation.                                | 820 N. Main St. #1, Osceola, Iowa 50213 Ph: 641-342-4888  |                  |
| <b>Integrative Counseling Services</b><br><br>Psychiatric diagnostic evaluation, Psychotherapy individual, family member, Psychotherapy for Crisis, Outpatient Counseling.  | 909 W. Pleasant Street, Knoxville, Iowa 50138<br><br>Ph: 641-842-4357   |                  |
| <b>Optimae Lifeservices</b><br><br>Psychiatric Diagnostic Evaluation, Outpatient mental health counseling, crisis evaluation and counseling, group therapy, Psychological testing and Peer Support.   | 301 West Burlington, Fairfield, Iowa 52556-3242<br><br>PH: 641-472-5771   |                  |
| <b>Pine Rest Christian Mental Health</b><br><br>Psychiatric Diagnostic Evaluation, Psychotherapy – outpatient, Crisis psychotherapy, group therapy, Psychological testing.  | 2611 Washington, Pella Iowa 50219 PH: 641-628-9599  |                  |
| CORE: Inpatient mental health treatment Mental Health Institutes and Hospitals  |   |                  |
| <b>Mary Greeley Medical Center</b>  | 1111 Duff Ave., Ames Iowa 50010   | Ph: 515-239-2155 |

| <b>CORE: CRISIS INTERVENTION SERVICES</b>   |   |
|---|---|
| <b>Foundation 2</b><br><br>24 hour / 365days- Crisis Line   | 1714 Johnson Ave NW, Cedar Rapids, IA 52405<br><br>Phone: 319-362-1170  |
| <b>Integrated Telehealth Partners</b><br><br>Crisis evaluation, Psychiatric evaluation  | 2829 Westown Pkwy. Ste. 220<br>West Des Moines, Iowa 50266 PH: 319-362-1170   |
| <b>CORE: Day Habilitation, SCL, Home Community Based Services, Respite</b>  |   |
| <b>MOSAIC</b> –ID only - SCL, Day Hab   | 405 East Mc Lane St., Osceola, Iowa 50213   |
| <b>New Horizons</b> – MI, BI, ID populations<br><br>Supported Community Living - Hourly   | 220 N. Douglas, Afton, IA 50830-7723 PH: 641-347-8010   |
| <b>Southern Iowa Independent Living</b><br><br>SCL – hourly and daily (MI, ID populations)  | PO Box 1066, Centerville, Iowa 52544 PH: 641-895-6894   |
| <b>Southern Iowa Resources for Families</b> –<br>Hab, BI, D/D and ID populations - SCL,<br>Respite, Day Habilitation  | 1605 W 1 <sup>st</sup> St., Leon, Iowa 50144, Ph: 641-446-6808<br>103 S. Lafayette St., Corydon, Iowa, 50060 Ph: 641-872-1411 |
| <b>Christian Opportunities Center</b><br><br>Supported Community Living (SCL)-hourly,<br>(ID, BI, MI populations); Day Habilitation (MI,<br>ID populations)   | 1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087  |
| <b>Crest Services</b> – Hab, BI, D/D and ID<br>populations SCL – daily and hourly,<br>respite, CDAC, RCF  | 1221 Brookdale, Chariton, Iowa 50049 Ph: 641-774-5291   |
| <b>Ringgold County Supportive Services</b> -<br>ID pop only – Day habilitation  | 507 South Henderson Dr, Mount Ayr, IA 50854<br>641-464-2067   |
| <b>Tenco Industries</b> – ID, MI, BI populations<br><br>Supported Community Living: hourly and 24<br>hour<br>Respite – individual (ID and BI) and group<br>(ID)<br>Day Habilitation - ID<br>Adult Day Care - ID | 710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114   |
| <b>Optimae LifeServices:</b> SCL-daily and<br>hourly; respite, Day Habilitation   | 301 West Burlington, Fairfield, IA 52556<br>1711 Osceola Ave. , Chariton, Iowa 50049-1516 PH: 641-774-<br>2133                |
| <b>CORE: Employment Services: Job development, prevocational services, supported employment</b>   |   |



|   |   |
|---|---|
| <b>Christian Opportunities Center</b><br><br>Pre-vocational Services, supported employment (MI population)          | 1553 Broadway, Box 347, Pella, IA 50219 PH: 641-628-8087  |
| <b>MOSAIC – ID population only</b><br>Job development, prevocational services, supported employment, Project Search | 405 East Mc Lane St., Osceola, Iowa 50213 Ph: 641-342-6015  |
| <b>Southern Iowa Resources for Families</b><br>Job development, prevocational services, supported employment        | 1605 W 1 <sup>st</sup> St., Leon, Iowa 50144 Ph: 641-446-6808<br><br>103 S. Lafayette St., Corydon, Iowa 50060 Ph: 641-872-1411 |
| <b>Ragtime-</b> ID and MI population-<br>Job development, prevocational services, supported employment              | 116 North 2 <sup>nd</sup> Street, Albia, Iowa 52531 Ph: 641-932-7813  |
| <b>Tenco Industries – ID, BI populations</b><br><br>Pre-vocational, Job coaching                                    | 710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114   |
| <b>Optimae LifeServices</b> : Supported Employment, Job Coaching, Job Development,                                  | 301 West Burlington, Fairfield, IA 52556<br>1711 Osceola Ave. , Chariton, Iowa 50049-1516 PH: 641-774-2133                      |
| <b>CORE: HOME HEALTH AIDE</b>   |   |
| Clarke County Public Health   | 134 W Jefferson St., Osceola, IA 50213 Phone: 641-342-3724  |
| Decatur County Public Health  | 207 NE Idaho St., Leon, IA 50144 Phone: 641-446-7178  |
| Lucas County Public Health  | 123 S. Grand, Chariton IA, 50049 Phone: 641-774-4312  |
| Monroe County Public Health   | 1801 South B Street, Albia, IA 52531 Phone: 641-932-7191  |
| Ringgold County Public Health   | 119 S. Fillmore, Mt.Ayr., IA 50854 Phone: 641-464-0691  |
| Wayne County Public Health  | 417 S. East St., Corydon, IA 50060 Phone: 641-872-1167  |
| <b>CORE: Home and Vehicle Modification</b>  |   |
| Hammer Medical Supplies   | 1801 2 <sup>nd</sup> Ave., Des Moines, IA 50314<br>Phone: 515-213-2886  |
| <b>CORE: Personal Emergency Response System</b>   |   |
| Connect America   | One Belmont Avenue, Suite 1205<br>Bala Cynwyd, PA 19004<br>President Healthcare Division: Richard Brooks                        |
| <b>Additional Services: Residential Care Facilities</b>   |   |

|   |  |
|---|--|
| Brees Rest Home – ID, MI populations                    | 210 Washington Ave. E., Albia, Iowa 52531<br>Ph: 641-932-5517  |
| Knoxville/Pleasant Hill Residential – ID,MI Populations | PO Box 287, Knoxville, Iowa 50138 PH: 641-842-4618<br><br>Pleasant Hill Residential, PO Box 57010, Pleasant Hill, IA 50317 |
| New Venture – ID,MI populations                         | 401 S. Washington, Corydon, Iowa 50060 Ph: 641-872-1524  |
| Ringgold County Group Home – ID population              | 111 Ringgold St., Mt.Ayr, Iowa 50854 Phone: 641-464-2871   |
| Tenco Industries – ID, BI populations                   | 710 Gateway Dr., Ottumwa, IA 52501 PH: 641-682-8114  |

Work Activity: At the end of FY 18, CROSS Region made the decision to no longer fund work activity service due to Olmstead.